

## Action Plan for Pensions 2012 – Appendix A

Objective	Channel	Audience	Activity	Lead	Date	Status
<b>GENERAL PENSIONS PROMOTION</b>						
<p>To increase the number of LCC employees in the Lancashire County Pension Fund by 5%</p> <p>To achieve an opt out rate of less than 50%</p>	<p>Website:</p> <ul style="list-style-type: none"> <li>Your Pension Service</li> <li>LCC intranet</li> </ul>	All Staff	<ul style="list-style-type: none"> <li>Create an easy to use pensions calculator</li> </ul>	KW/JW	29 October	Ongoing and on target
			<ul style="list-style-type: none"> <li>Show comparison data with sample private sector pensions/state pensions.</li> </ul>	KW/JW	29 October	Ongoing and on target
			<ul style="list-style-type: none"> <li>Create Timeline explaining the changes to pensions that will come into effect April 2014.                             <ul style="list-style-type: none"> <li>Oct/Nov 2012 - launch member self service</li> <li>Jan 2013 - launch auto enrolment</li> <li>April 2014 – New LGPS 2014</li> </ul> </li> </ul>	KW	April 2014	Ongoing
			<ul style="list-style-type: none"> <li>Sign up function to newsletter/text alerts</li> </ul>	KW	29 October	Considering if possible – not yet known
			<ul style="list-style-type: none"> <li>Explore possible use of smart apps</li> </ul>	DL	18/19 September	Explored with Heywood. Seen as future development. Not available at

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						this point.
<b>LAUNCH MEMBER SELF SERVICE:</b>						
	<ul style="list-style-type: none"> <li>All internal channels</li> </ul>	All Staff	Function allows access to pension records and enables users to forecast retirement benefits <ul style="list-style-type: none"> <li>Use internal channels to promote function</li> <li>Use current Scheme newsletter</li> </ul>	DL/JW	<ul style="list-style-type: none"> <li>Agree wording early October</li> <li>Go Live Oct/Nov</li> </ul>	Awaiting go live date from Heywood and OCL
<b>AUTO ENROLMENT</b>						
	Letters	All staff	Agree wording for letters to go out from Chief Exec. <ul style="list-style-type: none"> <li>Include financial planning session information</li> <li>Include where to go to get more info - websites</li> </ul>	DL/JW/ KW	<ul style="list-style-type: none"> <li>Agree wording 26 September</li> <li>Letter to go out to staff post 29 October 2012</li> </ul>	Ongoing and on target
	Website: <ul style="list-style-type: none"> <li>Your Pensions Service</li> <li>LCC intranet</li> </ul>	All Staff	<ul style="list-style-type: none"> <li>Background to scheme (national)</li> <li>FAQ's – include how to opt out and option for financial session before choosing to opt out. <b>(opt out info can only go on Pensions service website – with links to it on LCC site)</b></li> <li>Link to all benefits of the scheme</li> </ul>	KW	<ul style="list-style-type: none"> <li>Agree wording by 29 October</li> <li>Info to go live on website – same time as letter goes out to staff</li> </ul>	Ongoing and on target
	Pensions/financial planning surgeries <ul style="list-style-type: none"> <li>Leaflet invites to non members</li> </ul>	All Staff	Set up surgeries for non member staff to book places on and get help with working out their pension and also other financial advice <ul style="list-style-type: none"> <li>Enlist staff and financial advisors (money advise service)</li> <li>Include teachers pension scheme staff in these sessions where appropriate (i.e. schools)</li> <li>Promote through internal channels (use click delegate to book places).</li> <li>Use non member data to specifically target those not in the scheme – Leaflet directly inviting to a FP session</li> <li>Agree design for Leaflet</li> </ul>	KW working with JW to organise dates/locations/advisors	1 November through to 28 Feb 2013	Ongoing and on target

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			Do a second round of this post auto enrolment (dependant on take up and feedback ) <ul style="list-style-type: none"> <li>'Before you opt out – come for a financial planning session'</li> </ul>			
	<ul style="list-style-type: none"> <li>Phil's email</li> <li>Phil Q and A</li> <li>Commercial break</li> <li>Staff notices</li> </ul>	All Staff	Regular feature scheduled into Phil's emails – explaining auto enrolment.	KW working with JW on content	See separate schedule of internal messages	Need to agree wording and timeline of information to go out in each edition ASAP
	<ul style="list-style-type: none"> <li>Poster Campaign</li> <li>Pull ups (for use at FP sessions)</li> <li>FP session invites</li> </ul>	All Staff	Poster design: <ul style="list-style-type: none"> <li>Aim of posters - to explain auto enrolment using the national I'm In campaign theme to – call to action directing to websites for more information</li> <li>Poster distribution – data needed on those who will be auto enrolled to best target distribution.</li> </ul>	KW	Design work started July 2012  To 'go live' as letter goes out to staff post 29 Oct 2012	Design work ongoing. Link to national I'm In campaign.  Awaiting project meeting 26 September